



ESTABLISHMENT MANAGEMENT USER GUIDE

Public Health Information System

USDA FSIS

February 2013

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Introduction

The *PHIS User Guide for Establishment Management* is designed for all food safety industry members who support the United States Department of Agriculture (USDA) Food Safety and Inspection Service (FSIS) staff in the management of food safety. Users include establishment administrators and managers.

Purpose

The *PHIS User Guide for Establishment Management* provides detailed, role-based step-by-step instructions about performing all industry tasks within PHIS. It is recognized that personnel who use PHIS are highly trained and experienced in their jobs, and as such, this resource does not provide instruction on job requirements other than those directly involving entering data and working directly with PHIS.

1. Overview of PHIS

1.1 What is PHIS?

The United States Department of Agriculture (USDA) Food Safety and Inspection Service (FSIS) is the public health regulatory agency responsible for ensuring that domestic and imported meat, poultry, and processed egg products are safe, wholesome, and correctly labeled and packaged.

FSIS implemented the Public Health Information System (PHIS) as part of our effort to collect, consolidate, and analyze data. PHIS is a user-friendly, web-based application that replaces many of FSIS' existing systems, such as the Performance Based Inspection System (PBIS) and the Automated Import Information System (AIIS). It will integrate and automate our paper-based business processes—often found to be inefficient, time-consuming, and limiting—into one comprehensive and fully automated data-driven inspection system. PHIS will significantly improve the way FSIS detects and responds to foodborne hazards.

PHIS has four components: domestic inspection, import activities, export activities, and predictive analytics.

This public-health-based approach is in line with the core food safety principles of the [President's Food Safety Working Group](#) to guide the development of a modern, coordinated food safety system by preventing harm to consumers, using good data and analysis for effective food safety inspections and enforcements and identifying and quickly stopping outbreaks of foodborne illness.

1.2 Requirements

In order to use PHIS, your computer must have the following software installed:

- One of the following Web browsers:
 - Internet Explorer 7
 - Internet Explorer 8
 - Google Chrome 23.0.1271.97 m
 - Firefox 11 (Windows)
 - Safari 6 (Mac OS X)
- Adobe Acrobat Reader 10.1.5, for viewing reports

1.3 Business Functionality Overview

PHIS provides functionality to support FSIS' main lines of business in three areas:

- Domestic inspection
- Import management
- Predictive analytics

1.4 Role-based Access

PHIS is a role-based system. When users access PHIS, the functionality and data to which they have access to is dependent on their role and assignments in PHIS.

User authentication is the foundation of PHIS' role-based access. Each user's privileges and the scope of data they can access (i.e., regional versus national data) is based on their specific work assignments, responsibilities, and roles within PHIS.

FSIS inspected establishments will have limited access to some of the domestic inspection functionality to support establishment management response to noncompliance records and viewing reports.

1.5 Logging in to PHIS

Access to PHIS is controlled by the USDA's eAuthentication system. You must have a Level 2 eAuthentication account. For more information on eAuthentication and for instructions on obtaining a Level 2 eAuthentication account, visit the eAuthentication website at <http://www.eauth.egov.usda.gov/>.

To access PHIS, go to <https://phis.fsis.usda.gov>. Your browser is re-directed to the eAuthentication consent page (Figure 1).

USDA United States Department of Agriculture
USDA eAuthentication

login : yz
password :

Home About eAuthentication Help Contact Us Find an LRA

*****WARNING*****

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
 - You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system.
 - Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.
 - Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except USDA's Chief Information Officer.

*****WARNING*****

Cancel I Agree

eAuthentication Home | USDA.gov | Site Map
Accessibility Statement | Privacy Policy | Non-Discrimination Statement | www.FirstGov.gov

Figure 1: USDA eAuthentication Consent Page

After you have read the warning, click **I Agree**, the eAuthentication Login page (Figure 2) appears.

Next you need to provide a Level 2 eAuthentication User ID and Password, and then click the **Login**. The USDA eAuthentication system validates the user ID and password before opening the PHIS application.

USDA United States Department of Agriculture
USDA eAuthentication

login : YZ
password :

Home About eAuthentication Help Contact Us Find an LRA

Quick Links

- What is an account?
- Create an account
- Update your account

Administrator Links

- Local Registration
- Authority Login

eAuthentication Login

User ID: **User ID is a required field**
[Forgot your User ID?](#)

Password:
[Forgot your Password?](#)
[Change My Password](#)

Figure 2: eAuthentication Login Page

1.6 PHIS User Interface Overview

The PHIS user interface uses the standard layout described in the following figure (Figure 3). It incorporates many features which are standard across most PHIS pages. Several of these features are standard on all USDA websites, enhancing the intuitiveness and usability of PHIS.

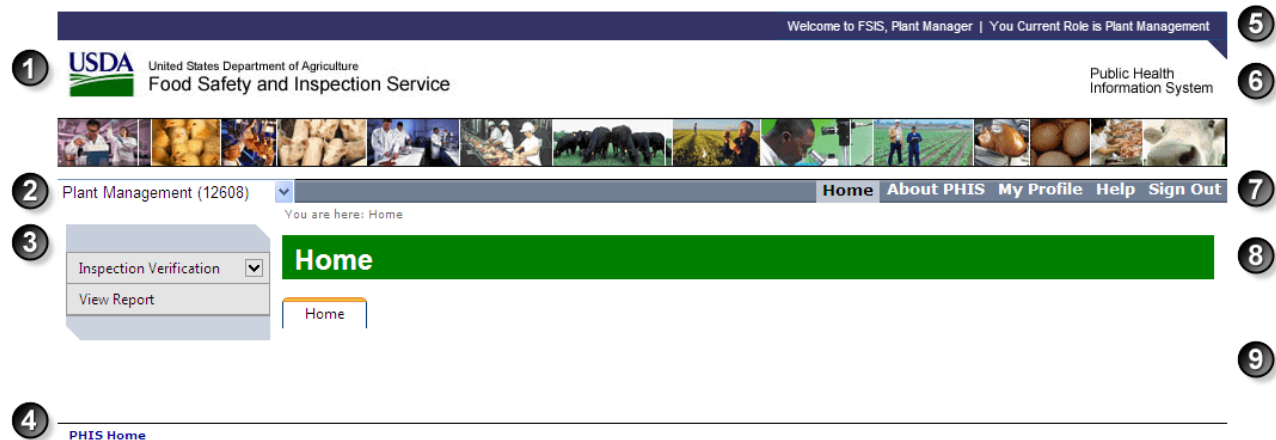


Figure 3: PHIS User Interface

Table 1: PHIS User Interface Attributes describes the user interface elements that are labeled in Figure 3: PHIS User Interface.

Table 1: PHIS User Interface Attributes

Item	Name	Notes
1	Banner	This banner appears on all USDA web pages.
2	Role	Displays your current role. Certain users may be assigned multiple roles and can change roles using this selection list.
3	Navigation Menu	Appears on many PHIS pages; menu options depend upon user role.
4	Quick links	Appears at the bottom of every page; links to additional resources.
5	Welcome statement	Appears on all PHIS pages; indicates your name and current role.
6	PHIS	Appears on all pages within the PHIS system.

Item	Name	Notes
7	PHIS Menu Bar	Home Navigates to the PHIS Home page. About PHIS Provides an overview of PHIS. Help Provides access to online PHIS support resources. Contact Us Provides point of contact information for the PHIS administration team and a messaging interface. Sign Out Log-out of the PHIS User Interface.
8	Header	Appears on every PHIS page; indicates the functionality being displayed in the context area. Includes breadcrumbs that show the page navigation that was followed to reach the current page and allow you to navigate back to previous pages.
9	Content Area	Central to all PHIS pages, this area of the screen provides the functionality needed for the user to perform a task within PHIS.

1.7 Navigation Menu

The Navigation Menu is the primary way that a user accesses the PHIS functionality. It is customized based upon the user's role. The user sees only those navigation links that are appropriate to the user's role. Items in the Navigation Menu may implement a hierarchy of links and clicking on an item in the Navigation Menu may cause a menu of sub-items to be displayed. The lowest level of items in a menu are links which, when clicked, present a PHIS functional page in the Content Area.

1.8 PHIS Home Page

The PHIS Home Page provides a point of entry to PHIS. The Home Page is customized so each user sees information that is relevant to the user's role and assignments. The information provided in the Home Page may also provide access to PHIS functionality via links, i.e., an alternative way to access system functions, augmenting the Navigation Menu.

Figure 4 provides an example of the Home Page as seen by a user with the "Plant Management" role.

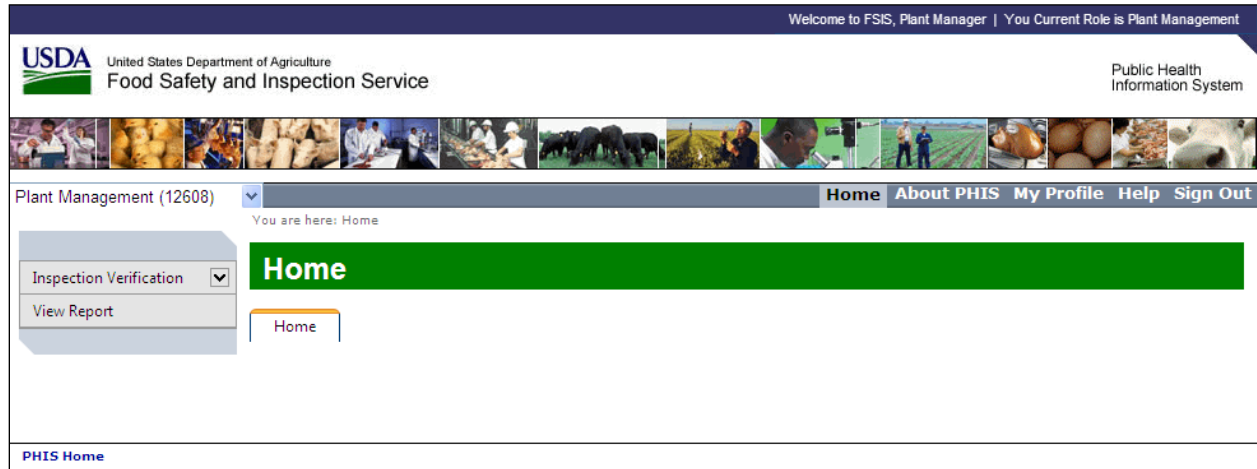


Figure 4: PHIS Home Page Example: Plant Management Role

Note: The Plant Management role may not have any tabs or tables displayed; in these cases, all required functionality is accessed via the left Navigation Menu.

2. PHIS User Guide for Establishment Management: User Enrollment and Administration

2.1 Overview

This section provides an overview of the PHIS User Enrollment and Administration application. This application links your Level 2 eAuthentication with your user role and establishment in PHIS. PHIS supports two establishment management roles: Establishment Administrator and Plant Management.

Table 2: Roles and Functionality describes each role and the associated functionality.

Table 2: Roles and Functionality

Role	Functionality
Establishment Administrator	<ul style="list-style-type: none"> • Search for users associated with the establishment • Update the following details for establishment users <ul style="list-style-type: none"> ○ Salutation ○ Display Name ○ Credentials ○ Work Phone ○ Mobile Phone ○ Fax • View enrollment requests for the establishment • Approve enrollment requests for the establishment • Add roles to users associated with the establishment • Revoke roles from users associated with the establishment • Deactivate user accounts associated with the establishment
Plant Management	<ul style="list-style-type: none"> • View and print noncompliance records • Respond to noncompliance records • Appeal noncompliance records • View and print pre-defined reports • Save reports to your local computer • Update the following details for establishment users <ul style="list-style-type: none"> ○ Job Title ○ Salutation ○ Display Name ○ Credentials ○ Work Phone ○ Mobile Phone ○ Fax • View enrollment requests • Submit role requests

2.1.1 Establishment Administrator: User Enrollment

Establishment administrators are responsible for managing users in his or her establishment who will have the Plant Manager or Establishment Administrator roles. In order to for an establishment to have a user with the Establishment Administrator role, in-plant personnel must add at least one contact to PHIS. After a contact has been added, that individual can log in to PHIS following the instructions outlined in section 2.1.1.1 *Establishment Administrator: How to Access PHIS for the First Administrator*. Up to three users per establishment can be specified as Establishment Administrators.

Any other users who require the Establishment Administrator or Plant Manager roles, must follow the instructions for submitting an enrollment request in section 2.1.3.1 *Plant Management: How to Submit an Enrollment Request for the First Time*. After submitting a request, the establishment administrator must approve the request.

2.1.1.1 Establishment Administrator: How to Access PHIS for the First Administrator

To accept an invitation and activate your PHIS account, complete the following steps:

- Step 1** Open a web browser and go to <https://phis.fsis.usda.gov/enrollment/>.
- Step 2** Log in to PHIS with your Level 2 eAuthentication user ID and password.
- Step 3** On the Enrollment Welcome page, click **Accept Industry Invitation...** See Figure 5: FSIS Enrollment Welcome Page. If you do not see an Accept Industry Invitation... link, you are not eligible to enroll as an Establishment Administrator. Refer to section 2.1.3.1 *Plant Management: How to Submit an Enrollment Request for the First Time* or contact your in-plant personnel.

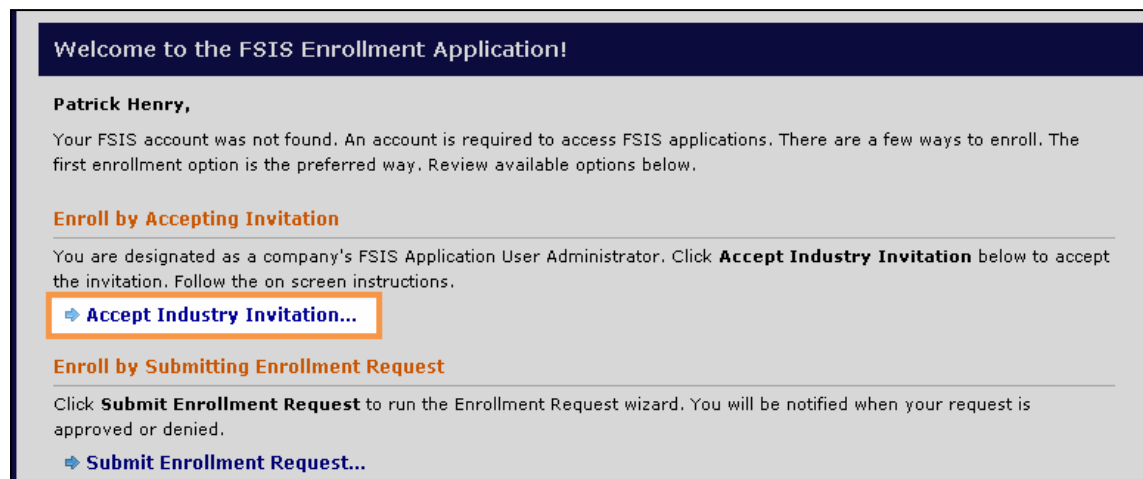


Figure 5: FSIS Enrollment Welcome Page

Step 4 On the Industry Invitation – Disclaimer page (Figure 6), read the disclaimer and select the box next to **I Agree**.

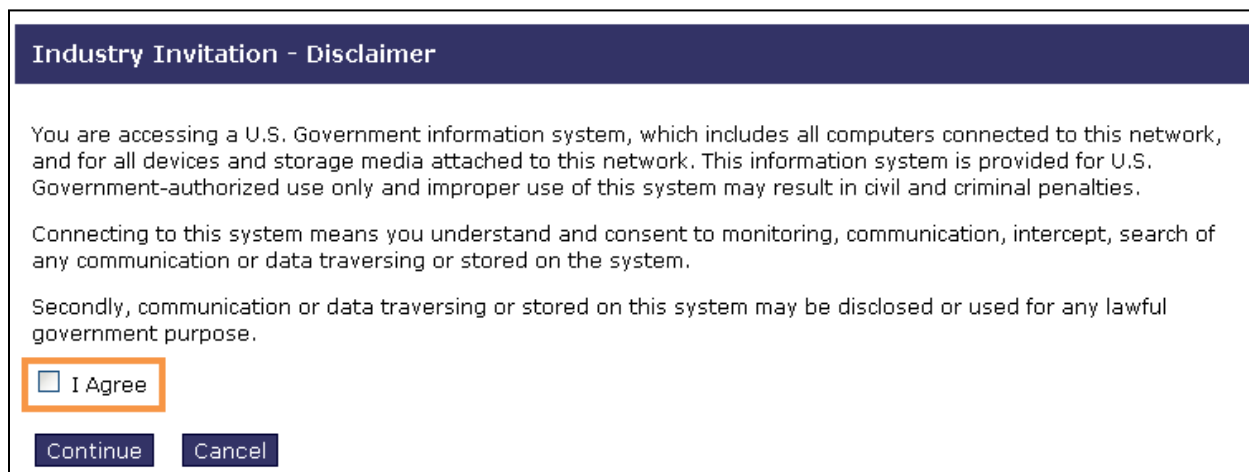


Figure 6: Industry Invitation – Disclaimer page

Step 5 Click **Continue**.

Step 6 In the Establishment Numbers field on the Industry Invitation page (Figure 7), type the establishment number for the establishment for which you will be the Establishment Administrator. You can also click **Lookup...** to search for your establishment. The number must match exactly, including any suffixes.

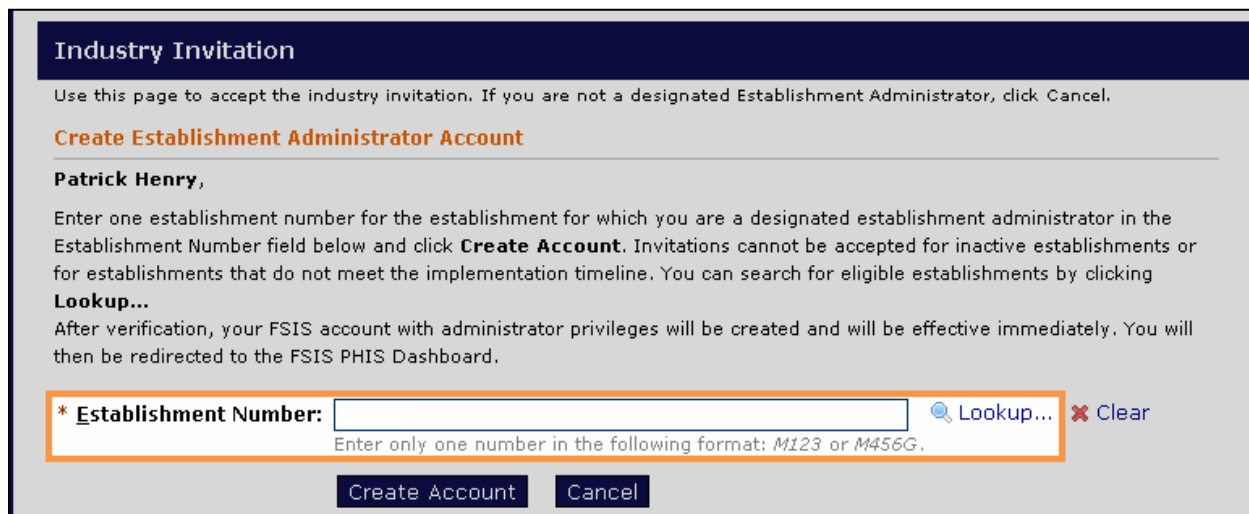


Figure 7: Industry Invitation page

Step 7 Click **Create Account**. After you click Create Account, you will be directed to the User Management application. Continue to the next section of this guide, *2.1.2 Establishment Administrator: User Management*, for information on managing users and account requests.

2.1.2 Establishment Administrator: User Management

Establishment Administrators are responsible for managing user accounts for their establishment, which includes approving enrollment requests and adding or removing roles. Establishment Administrators can assign the Plant Manager or Establishment Administrator roles to users of their establishment.

2.1.2.1 Establishment Administrator: How to Manage User Requests from New Users

Users in your establishment may request changes to their PHIS accounts using the Requests feature. As the establishment administrator, you can respond to the requests by completing the following steps:

- Step 1** Log in to PHIS with your Level 2 eAuthentication user ID and password.
- Step 2** From the navigation menu on the left side of the page, click **Manage Requests**.
- Step 3** Click the **Edit** icon next to the request you want to review. The Request page (Figure 8) appears and you can review the request, make changes to it, or approve/reject it.

User Management

- Manage Users
- Manage Requests

Request Number - 999 by Plant Manager

Account Information

First Name: Plant Request Type: New Account
Middle Name:
Last Name: Manager
Email: plant.manager@email.com
Job Title: Plant Manager
Work Phone: 800-555-1776

User Comments

Establishment Information

Establishment Number: M123456 P123456 V123456
Establishment Name: My Establishment
Address: 1776 Constitution Road
Washington, DC

Add/Edit Roles

[Add a Role...](#)

	Role	From	To	
>	[Primary role] Plant Management [ESTABLISHMENT] 1 work area assigned.			

☐ Send Feedback to the Requestor

[Approve](#) [Reject](#)

Figure 8: Review Requests Page

- Step 4** Review the request and make any changes to the user's profile, such as assigning a role or removing a role, if necessary.

Step 5 Click **Reject** if you do not know the user or do not have enough information. If the user has provided contact information, you can also contact him or her to verify the request. If you want to approve the request, click **Approve**.

2.1.2.2 Establishment Administrator: How to Manage User Requests from Existing Users

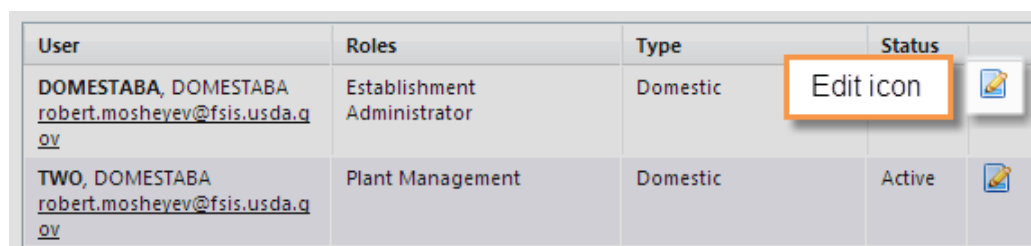
Users in your establishment may request changes to their PHIS accounts using the Requests feature. As the establishment administrator, you can respond to the requests by completing the following steps:

- Step 1** Log in to PHIS with your Level 2 eAuthentication user ID and password.
- Step 2** From the navigation menu on the left side of the page, click **Manage Requests**.
- Step 3** Click the Edit icon next to the request you want to review.
- Step 4** Review the request and make any changes to the user's profile, such as assigning a role or removing a role, if necessary.
- Step 5** Click **Delete** when you are done with the request.
- Step 6** Click **OK** to confirm deletion of the request.

2.1.2.3 Establishment Administrator: How to Assign a Role

To assign a role to other users in your establishment, complete the following steps:

- Step 1** Log in to PHIS with your Level 2 eAuthentication user ID and password.
- Step 2** On the Manage Users page, search for a user by typing all or part of the user's last name in the Last Name field and clicking Search.
- Step 3** Click the **Edit** icon (Figure 9).





User	Roles	Type	Status	
DOMESTABA, DOMESTABA robert.mosheyev@fsis.usda.g ov	Establishment Administrator	Domestic	Active	
TWO, DOMESTABA robert.mosheyev@fsis.usda.g ov	Plant Management	Domestic	Active	

Figure 9: Edit icon

- Step 4** Click the **Roles** tab.
- Step 5** Click **Add Role...**
- Step 6** From the Role drop-down list, select the role you want to add to the selected user's account.
- Step 7** If you only want to add a role to a user's account for a specific timeframe, enter dates in the Effective From and Expires After fields. If you want the user to have the role until you revoke it, leave the Effective From and Expires After fields empty.
- Step 8** Click **Save**.
- Step 9** Click **Add Work Areas...**
- Step 10** Select your establishment.
- Step 11** Click **Save**.
- Step 12** Click **Save and Go Back**.

2.1.2.4 Establishment Administrator: How to Update a User's Personal Information

To update another user's personal information, such as contact information, complete the following steps:

- Step 1** Log in to PHIS with your Level 2 eAuthentication user ID and password.
- Step 2** On the Manage Users page, search for the user by typing all or part of the user's last name in the Last Name field and clicking Search.
- Step 3** Click the **Edit** icon.
- Step 4** Click the **Personal Information** tab.
- Step 5** Enter the user's information in the available fields, which are defined in Table 3: Personal Information Fields and Definitions.

Table 3: Personal Information Fields and Definitions

Field	Definition
Salutation	The user's formal salutation, such as Mr., Mrs., Ms., or Dr.
Display Name	The user's name that appears on certain forms and pages in PHIS This can be a user's nickname.
Credentials	The user's certifications or degrees
Work Phone	The user's 10-digit work or office phone number
Mobile Phone	The user's 10-digit mobile phone number
Fax	The user's 10-digit fax machine number

- Step 6** Click **Update**.

2.1.2.5 Establishment Administrator: How to Remove a Role

Establishment Administrators can remove roles from users in their establishment. To remove a role from a user's account, complete the following steps:

- Step 1** Log in to PHIS with your Level 2 eAuthentication user ID and password.
- Step 2** On the Manage Users page, search for the user by typing all or part of the user's last name in the Last Name field and clicking Search.
- Step 3** Click the **Edit** icon.
- Step 4** Click the **Roles** tab.
- Step 5** Click the **Delete Role** icon (Figure 10).

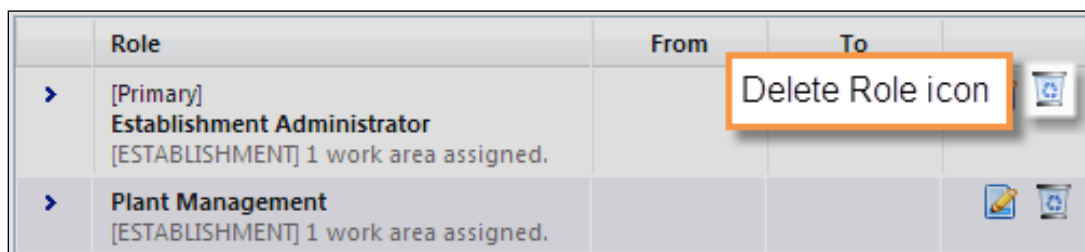


Figure 10: Delete Role icon

- Step 6** If you are certain you want to delete the role, click **OK** in the confirmation window (Figure 11).

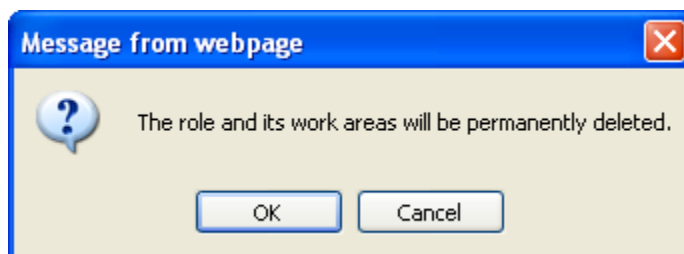


Figure 11: Delete Role Confirmation

2.1.3 Plant Management: Requesting User Enrollment

In order to use PHIS to respond to noncompliance records, appeal noncompliances, or view reports, you need the Plant Management role. There are two ways the Plant Management role can be assigned: a user in your establishment with the Establishment Administrator role assigns it to your account, or you submit an enrollment request and your establishment administrator approves the request.

2.1.3.1 Plant Management: How to Submit an Enrollment Request for the First Time

To activate your PHIS account and request a role for the first time (you do not already have a PHIS account), complete the following steps:

-
- Step 1** Open a web browser and go to <https://phis.fsis.usda.gov>.
 - Step 2** Log in to PHIS with your Level 2 eAuthentication user ID and password.
 - Step 3** On the Enrollment Welcome page, click **Submit Enrollment Request**.
 - Step 4** On the Step 1 page, click **Next**.
 - Step 5** On the Step 2 page, in the Account Type field, select “Domestic” and click **Next**.
 - Step 6** On the Step 3 page, in the Role field, select Plant Management and click **Next**.
 - Step 7** On the Step 4 page, enter filter criteria to find the establishment and click **Find**.
 - Step 8** Click the Select icon next to the Establishment and click **Next**.
 - Step 9** On the Step 5 page, complete optional user account information and click **Next**.
 - Step 10** On the Step 6 page, add optional comments and click **Next**.
 - Step 11** On the Step 7 page, verify that all the information is correct and click **Finish**. After you submit the request, your establishment administrator must approve your request before you will be able to use PHIS.

2.1.3.2 Plant Management: Request Additional Roles

If you already have a PHIS account, but need an additional role, complete the following instructions:

- Step 1** Open a web browser and go to <https://phis.fsis.usda.gov>.
- Step 2** Log in to PHIS with your Level 2 eAuthentication user ID and password.
- Step 3** Click **My Profile** in the PHIS Menu Bar (Figure 12).



Figure 12: My Profile

- Step 4** Click the **Requests** tab.
 - Step 5** Click **Add Request...**
 - Step 6** Enter your request details in the text box.
 - Step 7** Click **Create Request**.
- After creating the request, your establishment administrator will need to modify your account accordingly (section 2.1.2 *Establishment Administrator: User Management*). You can modify the request or delete it by clicking the appropriate icon on the Requests page before your establishment administrator acts on the request.

3. PHIS User Guide for Establishment Management: Domestic Inspection

3.1 Overview

This section provides an overview of the plant management functions within PHIS that are accessible by and designed for establishment management. PHIS supports one domestic inspection establishment management role within PHIS: Plant Management.

3.1.1 Plant Management Role: Domestic Inspection

The primary responsibility in PHIS for users with the plant manager role is to respond to noncompliance record information recorded by FSIS inspectors.

3.1.1.1 Plant Management: How to respond to a Noncompliance Record

To respond to a noncompliance record, complete the following steps:

- Step 1** Log in to PHIS with your Level 2 eAuthentication user ID and password.
- Step 2** Once on the Plant Management Homepage (Figure 13), from the left menu, select **Inspection Verification > Respond to NR**.
The system displays the list of noncompliance records that have been recorded by the FSIS Inspector for your establishment.

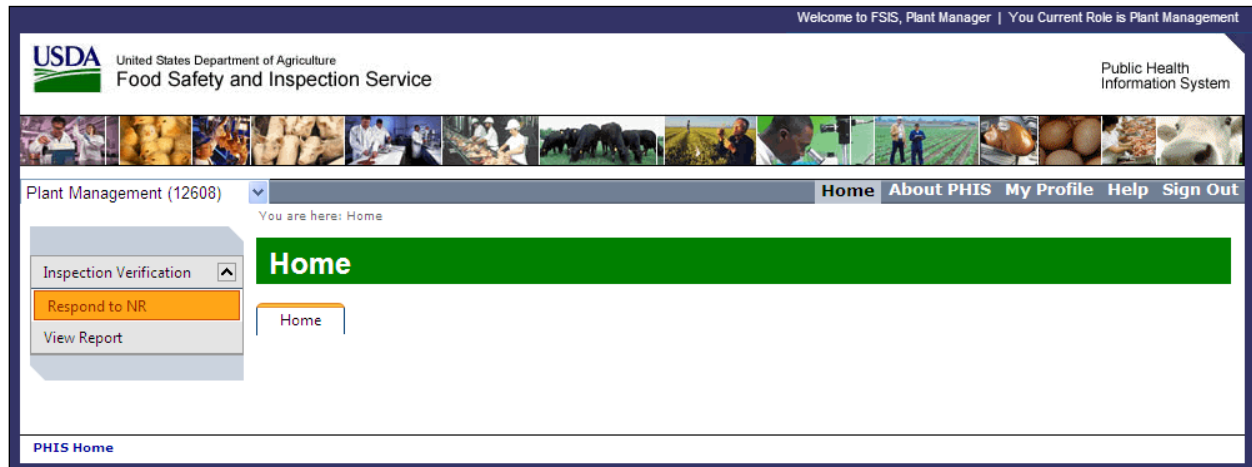


Figure 13: Plant Management Homepage

Step 3 Click the red arrow in the grid (Figure 14) for any noncompliance record that you want to review.

The Plant Management Response page appears.

Welcome to FSIS, Plant Manager | You Current Role is Plant Management

USDA United States Department of Agriculture
Food Safety and Inspection Service

Public Health Information System

Plant Management (12608) Home About PHIS My Profile Help Sign Out

You are here: Home > Domestic Inspection > Plant Management

Plant Management

My Establishment
M123456 P123456 V123456

NR Number	Date	Inspector Name	Under Appeal	View	Response
123456789012	1/25/2012	Inspector Name	No		
123456789012	1/6/2012	Inspector Name	No		
123456789012	1/5/2012	Inspector Name	No		
123456789012	12/16/2011	Inspector Name	No		
123456789012	12/8/2011	Inspector Name	No		
123456789012	12/1/2011	Inspector Name	No		
123456789012	11/30/2011	Inspector Name	No		
123456789012	11/17/2011	Inspector Name	No		
123456789012	11/11/2011	Inspector Name	No		
123456789012	11/2/2011	Inspector Name	No		

Page size: 10 27 items in 3 pages

PHIS Home | Build# 2012.02.06.005

Figure 14: Plant Management Respond to NR page

Step 4 On the Plant Management Response page (Figure 15), you have the option to select the Accept FSIS's decision option of the Appeal option.

Plant Management Response

My Establishment
M123456 P123456 V123456

Appeal

Plant Management Response

NR Number:

NonCompliance 1

Cited Regulations:

- ☒ 416.13(c): plant monitors implementation of SSOP procedures
- ☒ 416.15(b): Corrective action, procedures for
- ☒ 416.16(a): daily records required, responsible individual, initialed and dated
- ☒ 416.13(a): conduct pre-op procedures

Description of NonCompliance:

☐ Accept FSIS's decision ☐ Appeal

Design

HTML

Preview

Zoom

History

Action	Establishment Management Response	Reason for Decision	Submitted By	Submitted On
No records to display.				

Attachments

Add Attachment

File Name	Title	Date Added	Delete
No records to display.			

Save

Submit

Cancel

Figure 15: Plant Management Response page

- Step 5** After you have selected the appropriate option and typed your comments, click **Save**.
A confirmation message appears.
- Step 6** When you are ready to submit (lock) your response to FSIS, click **Submit**.
- Step 7** On the dialog box, confirm whether you want to submit (lock) the record. If you accept the decision and click **OK**, the record is now locked and the process is over. If you are appealing the decision and click **OK** the record is now locked until FSIS responds.
- Step 8** PHIS returns you to the NR List page.
- Step 9** To go to the Home page, click Home in the menu.

3.1.2 Plant Management Role: View Reports

Users with the Plant Management role can view and save standard reports. Figure 16: Reports User Interface



Figure 16: Reports User Interface

Table 4: Reports User Interface Attributes describes the user interface elements that are labeled in Figure 16: Reports User Interface.

Table 4: Reports User Interface Attributes

Item	Name	Notes
1	Reports Menu Bar	Document Menu You can choose to save the report to Excel or PDF formats from this menu. Print Opens the report in Adobe Acrobat Reader so you can print it. Pages Click the arrows to navigate between pages.
2	Report Content Area	The report output
3	Navigation Bar	Click the arrows or tabs to view the different pages of the report.
4	Refresh Date	Displays the date the report was last generated

3.1.2.1 Plant Management: How to View Reports

To view and save reports, complete the following steps:

- Step 1** Log in to PHIS with your Level 2 eAuthentication user ID and password.
Step 2 Click **View Reports**. The Inventory of Standard Reports page appears (Figure 17).

USDA United States Department of Agriculture
Food Safety and Inspection Service

Welcome to FSIS, Plant Manager | You Current Role is Plant Management

Public Health Information System

Plant Management (12608) Home About PHIS My Profile Help Sign Out

You are here: Home > Reports Inventory

Inventory of Standard Reports

[Show Description](#)

Page size: 20 First Prev Page: 1 of 1 Next Last Displaying page 1 of 1, items 1 to 3 of 3

Title	Category		
Industry Profile E Establishment	Industry	View	Run
Industry Sampling E EstAllResults	Industry	View	Run
Industry Tasks E Summary	Industry	View	Run

PHIS Home

Figure 17: The Inventory of Standard Reports page

- Step 3** Click **Run**. The report opens in a new window where you can export the report as a Microsoft Excel or Adobe PDF file.
Step 4 Use the buttons and menu items described in Table 4: Reports User Interface Attributes.

4. PHIS Support

If you experience problems with the PHIS application please call the FSIS Service Desk at 1-800-473-9135 and listen for the following prompts:

- Press “1” for problems concerning PHIS, then;
- Press “2” for PHIS establishment management experiencing application problems.

The FSIS Service Desk is available to assist you 24 hours a day, 7 days a week. The Service Desk will be able to assist you with PHIS application problems such as basic functionality and access through your web browser. However, the Service Desk will not be able to resolve problems pertaining to connectivity or hardware/software configuration. If your establishment chooses to register for PHIS, keep in mind that the system may be unavailable at times due to periodic maintenance. The PHIS page on FSIS’ website (www.fsis.usda.gov/PHIS/index.asp) will be updated regularly with information about system enhancements and any scheduled maintenance.

Inspection or policy-related questions or issues should be directed by establishment management through the usual FSIS channels. The FSIS Service Desk will not be able to assist with policy or inspection questions.